



**FUTURE METTLE**  
PRIVATE VOCATIONAL  
TRAINING INSTITUTE

# Quality Policy

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Private Vocational Training Institute believes that its market expects a continually improving service. We aim to continually improve the service we provide to meet our client requirements and to produce finished work that we can justifiably be proud of.

Private Vocational Training Institute aims to achieve the above by implementing a management system that complies with the international standard of good practice. It also includes a commitment to meet the requirements of our context of the organization, interested parties needs, process risk and mitigation of internal and external issues, clients, as well as legal and regulatory requirements. Also, to continual development of the system and helping to ensure it remains effective.

Only by providing an outstanding training service quality will we achieve our aims of long-term success and sustained improvements.

All personnel within the Private Vocational Training Institute are responsible for the quality of their work. The institute provides training and has established systems to assist all personnel to achieve the standards required. While we endeavor to produce work and offer a service that we can be proud of, we must recognize that we do not always achieve our own standards. When a customer complaint, we are committed to investigating the complaint and will do our best to put right all justified complaints.

The objectives of this company are set out in the Business Plan. Objectives for individual jobs are to carry out he works to the satisfaction of the client and in accordance with the contract as agreed with the client.

Khamis Saif Al Wahaibi  
General Manager



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